



**Problem Resolution Report**  
**CoSD Contract No. 554833**  
**Service Level 40 – Daily Backup - Revision**  
**Perspecta/CoSD 097**

**Peraton**

**Date:** August 19, 2021

**Summary:**

In accordance with the provisions of the IT and Telecommunications Service Agreement No. 554833 (the “Agreement”) by and between the County of San Diego (“County”) and Perspecta Enterprise Solutions LLC, a Peraton company (“Perspecta” or “Contractor” and hereinafter collectively referred to as the “Parties”), agreement is reached on the Effective Date shown below.

**Issue or Problem:**

The Parties seek to modify performance targets for Service Level (SL) 40 – Daily Backup.

**Resolution:**

1. The Parties agree to replace Section 10.2 of Schedule 4.8 Service Levels as follows:

**10.2 Daily Backup**

<b>Service Level</b>	Daily Backup for: <ul style="list-style-type: none"><li>• Incremental</li><li>• Full</li></ul>	
<b>Service Level ID</b>	40	
<b>Definition</b>	Backup of files that have changed or are new since the last daily backup including a full backup once a week	
<b>Service Measure</b>	<b>Performance Target</b>	<b>SL Performance (%)</b>
• Backup complete	• Monthly	• 99.95%
<b>Formula</b>	Daily: [Number of objects successfully backed up within Measurement Interval]/[total number of objects within Measurement Interval] Monthly: [Number of objects successfully backed up within the month]/[total number of objects for the month]	
<b>Measurement Interval</b>	Daily and Monthly	
<b>Reporting Period</b>	Monthly	
<b>Measurement Tool/Source Data</b>	The tool supplied by the Contractor automatically records date and time stamps each activity within a process.  Contractor shall create a Severity 2 Incident ticket in every event which an object failed to be backed up for two consecutive days.  Note: Objects can be a UNIX Filesystem, Windows Volume, a Windows or UNIX folder, NetApp or NAS shares/directories, VMWare server image or OS Volume.	



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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

**IN WITNESS WHEREOF**, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

**COUNTY OF SAN DIEGO**

By: 

Name: John M. Pellegrino

Title: Director, Department of Purchasing and Contracting

Date: \_\_\_\_\_

**PERSPECTA ENTERPRISE SOLUTIONS LLC**

By: 

Name: Max Pinna

Title: Contracts Manager

Date: August 19, 2021